

KwikTag error:

Issue: An error occurs if the KwikTag client is ran and after opening and sorting a drawer contents by the Comment Field the next page selection is used.

The screenshot shows the KwikTag Client interface for a Human Resources Drawer. The 'Tag Tool' on the left has search criteria for Last Name, First Name, Position Type, Document Type, Benefits, Date, and Comments. The 'Dynamic Document List' on the right shows a table with columns: Last Name, Document Type, Date, Comments, Position Type, Benefits, Retention Date, Carton, Pages, User, Tagged, Scanned, Tag Number, and Modified. The 'Comments' column is selected for sorting. The pagination shows 'Page 2/3'. An error dialog box titled 'Refresh Drawer' is overlaid on the table, displaying a red 'X' icon and the message: 'An error occurred while refreshing the drawer.' The dialog has 'OK' and 'More' buttons.

Work Around: The work around is to expand the number of scanned records viable on the screen.

To change this setting open the KwikTag Client and select Tools, Options and change the field "Documents Displayed per page:

The screenshot shows the 'Options' dialog box with the 'Preferences' tab selected. The 'Drawer Preference' section is highlighted with a red circle, showing the 'Documents displayed per page' field set to 500. Other settings include 'My New Documents' (Include Documents Tagged Over the Last: 72 Hours), 'Enter Key' (Confirms Filing), 'Auto-Entry Threshold' (100), 'Email Address' (empty), and 'Highlight PDF Search Results' (No).